

2020 COURSE CATALOG



Training and Organizational Development Unit

UPDATED 02/12/2020

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About the Course Catalog

The course catalog is DJJ's comprehensive training resource. This interactive electronic document is a direct link to course information and training session. Rather than printing, use the following items to find and enroll in courses.

- **Table of Contents-** Each entry is clickable. Use the table of contents to jump directly to a section or course within the course catalog.
- **Curriculum and Course Titles-** Click on any curriculum or course title to go directly to the item in the VLC. You will be required to enter your VLC login credentials to see the course/curriculum.

Similar to the teams at the Training Academy, programming in the course catalog is separated into the Core Training Programs and Open Enrollment Training. Our Core Training Programs include Residential Programs Training, Community Programs Training, and Organizational Development. Open Enrollment Training includes instructor-led training courses and online training that covers a wide-range of topics for your professional development.

When enrolling in a course or session, pay attention to the date, time and location. For your convenience, there are courses and sessions offered throughout the Commonwealth.

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Training and Organizational Development Staff

Administration

J. Patrick Bridge

Director

(804) 537-6620

Guillermo B. Novo

Training Manager

(804) 537-6660

Academy Administration

Admin. Instructional Assistant

(804) 537-6502

Residential Programs

Jerry A. Johnson

Training Supervisor

(804) 537-6661

Stephanie L. Morton

Residential Training Program Coordinator

(804) 537-6690

Leonard Hopkins

Training and Development Coordinator

(804) 393-0713

Alton L. Sturdifen

Training and Development Coordinator

(804) 305-7387

James W. Wallace

Training and Development Specialist

(804) 393-0766

Alexis J. Brown

Training and Development Specialist

(804) 955-9928

Community Programs

Teresa A. Moore

Training Supervisor

(804) 537-6697

Maurice Johnson

CSU Training Program Coordinator

(804) 537-6662

Sharnise H. Jackson

Training and Development Coordinator Sr.

(804) 955-5912

Frank W. Piotrowski

Training and Development Coordinator Sr.

(804) 955-5397

Brandy A. Newton

Training and Development Coordinator Sr.

(804) 836-9419

Organizational Development

Jerri L. Smith

Training Supervisor

(804) 537-6653

Julie E. Norris

Technology Training Program Coordinator

(804) 537-6699

Vacant

Leadership Training Program Coordinator

Karen L. Hileman

Organizational Development Coordinator

(804) 537-6634

Daniel R. Lawson

Training and Development Coordinator

(804) 537-6654

Dustin R. Kelley

Media Specialist

(804) 836-8311

Kashara Brown

Registrar

(804) 537-6502

Martha N. Smith

Administrative & Instructional Assistant

(804) 537-6502

VPSTC Customer Relations

Janeen A. Brown

Customer Relations Coordinator

(804) 537-6637

Kyle Eaddy

Asst. Customer Relations Coordinator

804) 217-1081

Important Information About Attending Classes

Americans with Disabilities Act – Accommodations are provided per request.

Attendance – Partial credit for courses will not be given for regulatory required classes. Instructors manage attendance and utilize discretion in non-regulatory classes and in special circumstances. Participants arriving more than 15 minutes late for regulatory required classes will not be permitted to enter the class. Participants arriving more than 15 minutes late at the beginning of class or following a lunch break may be denied entry into class.

Cancellations – Space in each course/session is limited. We understand that schedules change, however, you must cancel **PRIOR** to the end of enrollment deadline as noted in the VLC for each course/session. This allows other individuals to enroll. If you must cancel after the cancellation deadline for emergency reasons, contact registrar.training@djj.virginia.gov.

Changes – If any class changes occur, such as location, date, time, etc... you will be notified by the registrar or the instructor via email.

Confirmation Email – The VLC automatically sends an email confirmation after you enroll into a course or session. If you do not receive a confirmation email or have any other questions, please email the registrar at registrar.training@djj.virginia.gov

Inclement Weather Policy – The DJJ Training Academy at the VPSTC is included if the Governor closes state offices for emergency conditions in the Richmond Metro Area (Chesterfield, Henrico, and Hanover counties). Because of our location, VPSTC may be delayed or closed when other metro area offices and agencies are opened. If there is inclement weather in the area, contact the main number (804) 537-5316, before traveling for a detailed message with specific instructions for attendees.

Use the resources listed below for closing information for agencies in the Richmond Metro Area:

- Listen to WRVA radio (1140AM)
- Local Television WTVR (6), WRIC (8), WWBT (12)
- www.dhrm.virginia.gov
- Visit the VPSTC Facebook page

Social Media – Like " [Virginia Public Safety Training Center](#) " on Facebook to get inclement weather updates, course information and more!

Travel/Lodging – The Training & Organizational Development Unit will cover ALL travel costs for attendance at one of the Academy's training sessions. The Training & Organizational Development Unit will reimburse the travel expenses for any training that is covered by the Blanket Travel Authorization click [here](#) (Must have access to the Agency Shared Drive).

All Travel Expense Reimbursement Vouchers (TERVs) must be submitted to the Training & Organizational Development Unit, approved by Director, Patrick Bridge, and processed through the

DJJ Training Business Office. The Blanket Travel Authorization only covers reimbursement. All employees are still responsible for receiving approval from his/her supervisor in order to travel and/or attend training.

Dress Code – Some courses may require wearing uniforms or special attire. Course coordinators will advise class members when certain clothing is necessary.

Participants are otherwise expected to dress in appropriate, business-casual attire. Unacceptable clothing includes, but is not limited to, jeans or denim material (to include jackets and shirts), flip flops, shorts, tank tops and spaghetti straps (when worn as a single garment), tube tops, transparent or revealing clothing, midriff tops, low cut tops that reveal cleavage or the back, and t-shirts.

PLEASE NOTE

- Clothing shall not display profane or vulgar sayings or images, including innuendo or messages that are inconsistent with the Code of Conduct.
- Gym clothing is not appropriate for any classes beyond those specified by instructors.
- Tank tops and spaghetti straps are acceptable when worn with a sleeved shirt or jacket layered on top.

Participants will be advised concerning special clothing and equipment requirements for specific classes. At the discretion of the Academy staff, students not in compliance with the dress code may be required to leave the training center and/or change clothes.

Dress Expectations –

Classes involving physical activity:

- Sweatpants (blue, black, or gray only) plain with no logos or print
- Tee shirt (blue, black, or gray only) plain with no logos or print
- Non-marking athletic shoes (Gym only)

Special events:

- Dress-down days, including jeans, may be approved by the Academy Director.
- Clothing must be neat and clean with no frayed edges, no holes, and no sagging.
- Participants failing to meet these requirements may not be admitted to class and will not receive credit for attendance.

Directions – When you arrive at the Training Academy at VPSTC, signs will direct you to the student entrance/parking lot.

PLEASE NOTE

If you are parking in the parking lot by the white administration building, **DO NOT** park in any designated parking areas marked **VSP** (Virginia State Police).

Residential Programs Training

Residential Programs Training consists of classroom, online, and on-the-job training based on employment type: Direct Care Staff, Direct Supervision Employees, Medical Services Providers, all other Non-Security Employees (administrative, clerical, and support employees) and those serving as Administrator-On-Call (AOC). Below are the qualifications for each employment type:

- **Direct Care Staff**

Applies to Community Coordinators, RS-II, RS-I, Security Managers, Security Coordinators, and Resident Specialists

- **Direct Supervision Employees**

Applies to Teachers/Education, Counselors, BSU, and Recreation

- **Medical Services Providers (Non-Security Employees)**

Applies to Medical Doctors, Dentists, and Nurses.

- **Administrative, Clerical and Support (Non-Security Employees)**

Applies to all other non-security positions, including but not limited to administrative (Volunteer Coordinators, Safety Officer, etc.), clerical, maintenance, food service, etc.

- **Administrator-On-Call**

Applies to Superintendent, Assistant Superintendent, Community Managers and Operations Managers

Review the employment-type qualifications and the session dates BEFORE enrolling for any classroom training.

Basic Skills for Residential Services Employees

The Basic Skills for Non-Security and Direct Supervision Employees Programs are designed for all new employees of a juvenile correctional facility. An employee shall complete the outlined requirements within their first year of work. Facility and unit-based training following classroom training.

2020 Session Dates

Basic Skills for Direct Care Staff		
Date	Times	Location
2/24 - 3/27	8:00 am – 5:00 pm	Training Academy at VPSTC
5/18 – 6/19	8:00 am – 5:00 pm	Training Academy at VPSTC
7/27 - 8/28	8:00 am – 5:00 pm	Training Academy at VPSTC
10/19 – 11/20	8:00 am – 5:00 pm	Training Academy at VPSTC
Basic Skills for Direct Supervision Employees		
4/6 - 4/17	8:00 am – 5:00 pm	Training Academy at VPSTC
7/6 - 7/17	8:00 am – 5:00 pm	Training Academy at VPSTC
9/21 - 10/2	8:00 am – 5:00 pm	Training Academy at VPSTC
12/7 - 12/18	8:00 am – 5:00 pm	Training Academy at VPSTC
Basic Skills for Medical Services Providers		
4/6 - 4/10	8:00 am – 5:00 pm	Training Academy at VPSTC
7/6 - 7/10	8:00 am – 5:00 pm	Training Academy at VPSTC
9/21 - 9/25	8:00 am – 5:00 pm	Training Academy at VPSTC
12/7 - 12/11	8:00 am – 5:00 pm	Training Academy at VPSTC
Basic Skills for Non-Security Employees		
4/6 – 4/10	8:00 am – 5:00 pm	Training Academy at VPSTC
7/6 – 7/10	8:00 am – 5:00 pm	Training Academy at VPSTC
9/21 – 9/25	8:00 am – 5:00 pm	Training Academy at VPSTC
12/7 – 12/11	8:00 am – 5:00 pm	Training Academy at VPSTC

2020 Graduation Dates

Date	Location
3/27	Training Academy at VPSTC
6/19	Training Academy at VPSTC
8/28	Training Academy at VPSTC
11/20	Training Academy at VPSTC

Basic Skills for Direct Supervision Employees

Classroom Instruction	Hours
Basic Skills for Non-Security Employees Day A Professionalism, Investigations, Resident Grievance/Discipline, PREA	8
Basic Skills for Non-Security Employees Day B Adolescent Development, Mental Health Awareness, Safety Program	8
Basic Skills for Non-Security Employees Day C SIB/Suicide Prevention	8
Basic Skills for Non-Security Employees Day D Safety and Security	8
Basic Skills for Non-Security Employees DAY E Handle with Care: Verbal Intervention and Physical Defense	8
Basic Skills for Direct Supervision Employees Day A Juvenile Justice, Civil Liability	8
Basic Skills for Direct Supervision Employees Day B Behavior Management	8
Basic Skills for Direct Supervision Employees Day C Documentation, Games Residents Play	8
CPR, AED, and First Aid - 2020 CPR, AED, and First Aid	8
Basic Skills for Direct Supervision Employees Day E Gangs	8
Online Modules	Estimated Hours
DJJ - Recognizing and Reporting Child Abuse Neglect for Mandatory Reporters	1
DJJ - Appropriate Professional Relationships and Interactions Among Staff & Residents	1
DJJ – Resident Rights and Prohibited Actions	1
VDEM – Terrorism Security Awareness Orientation	1
DHRM - Preventing Workplace Violence for Employees	1
MVP - Self Management	1
On-The-Job Training	Hours
This portion of the program curriculum contains role specific structured/documented on-the-job training through an On the Job Training Checklist. ACCESS HERE	40

Basic Skills for Non-Security: Medical Services Providers

Classroom Instruction	Hours
Basic Skills for Non-Security Employees Day A Professionalism, Investigations, Resident Grievance/Discipline, PREA	8
Basic Skills for Non-Security Employees Day B Adolescent Development, Mental Health Awareness, Safety Program	8
Basic Skills for Non-Security Employees Day C SIB/Suicide Prevention	8
Basic Skills for Non-Security Employees Day D Safety and Security	8
Basic Skills for Non-Security Employees DAY E Handle with Care: Verbal Intervention and Physical Defense	8
Online Modules	Estimated Hours
DJJ - Recognizing and Reporting Child Abuse Neglect for Mandatory Reporters	1
DJJ - Appropriate Professional Relationships and Interactions Among Staff & Residents	1
DJJ – Resident Rights and Prohibited Actions	1
VDEM – Terrorism Security Awareness Orientation	1
DHRM - Preventing Workplace Violence for Employees	1
MVP - Self Management	1
On-The-Job Training	Hours
This portion of the program requirements contain role specific structured/documented on-the-job training through an On the Job Training Checklist. ACCESS HERE	80

Basic Skills for Non-Security Employees (Clerical and Support)

Classroom Instruction	Hours
Basic Skills for Non-Security Employees Day A Professionalism, Investigations, Resident Grievance/Discipline, PREA	8
Basic Skills for Non-Security Employees Day B Adolescent Development, Mental Health Awareness, Safety Program	8
Basic Skills for Non-Security Employees Day C SIB/Suicide Prevention	8
Basic Skills for Non-Security Employees Day D Safety and Security	8
Basic Skills for Non-Security Employees DAY E Handle with Care: Verbal Intervention and Physical Defense	8
Online Modules	Estimated Hours
DJJ - Recognizing and Reporting Child Abuse Neglect for Mandatory Reporters	1
DJJ - Appropriate Professional Relationships and Interactions Among Staff & Residents	1
DJJ – Resident Rights and Prohibited Actions	1
VDEM – Terrorism Security Awareness Orientation	1
DHRM - Preventing Workplace Violence for Employees	1
MVP - Self Management	1

Institutional In-Service

This program is designed for Institutional Staff to build upon the knowledge gained in the Basic Skills courses while meeting the annual compliance requirement for all JCC staff. The classes address important topics staff members encounter daily. All classes take place at the DJJ Training Academy at the Virginia Public Safety Training Center, located at 7093 Broad Neck Road, Hanover, VA 23069.

Refer to the [At a Glance](#) document for more information. This document is located on the [DJJ Training Page](#) of the DJJ website.

Dress-Down Days

Days B, D, D* and E of In-Service training will be Dress-Down Days. Proper attire is solid colored sweatpants/suit, crew neck t-shirt, and athletic shoes. Clothing shall be free of pictures, language, and designs. It cannot be provocative and cannot expose midriff (including while performing physical activities), must fit properly, and be worn as designed. The following attire is **NOT PERMITTED**:

Tank tops	Boots
Muscle shirts	Jewelry
Open-toe shoes	Hats

2020 Session Dates

Date	Times	Location
1/27 – 1/31	8:00 am – 5:00 pm	Training Academy at VPSTC
2/10 – 2/14*	8:00 am – 5:00 pm	Training Academy at VPSTC
3/2 – 3/6	8:00 am – 5:00 pm	Training Academy at VPSTC
3/30 – 4/3*	8:00 am – 5:00 pm	Training Academy at VPSTC
4/20 – 4/24	8:00 am – 5:00 pm	Training Academy at VPSTC
5/11 – 5/15*	8:00 am – 5:00 pm	Training Academy at VPSTC
6/1 – 6/5	8:00 am – 5:00 pm	Training Academy at VPSTC
6/22 – 6/26*	8:00 am – 5:00 pm	Training Academy at VPSTC
7/20 – 7/24	8:00 am – 5:00 pm	Training Academy at VPSTC
8/3 – 8/6*	8:00 am – 5:00 pm	Training Academy at VPSTC
8/31 – 9/4	8:00 am – 5:00 pm	Training Academy at VPSTC
9/14 – 9/18*	8:00 am – 5:00 pm	Training Academy at VPSTC
10/5 – 10/9	8:00 am – 5:00 pm	Training Academy at VPSTC
11/2 – 11/6*	8:00 am – 5:00 pm	Training Academy at VPSTC
11/30 – 12/4	8:00 am – 5:00 pm	Training Academy at VPSTC
12/14 – 12/18*	8:00 am – 5:00 pm	Training Academy at VPSTC

Institutional In-Service: Direct Care Staff

Classroom Instruction	Hours
Institutional In-Service Day A - CTM: Community Treatment Model	8
Institutional In-Service Day B - Safety and Security, Wellness	8
Institutional In-Service Day C - Central Office, PREA, SIB Prevention, Safety Program	8
Institutional In-Service Day D - Gangs, Regulatory Modules Behavior Management (Run and Respond)	8
Institutional In-Service Day E - Handle with Care	8

Institutional In-Service: Direct Supervision Employees and Medical Services Providers

Day A and Day B are optional. Day C and Date D* are required.

Classroom Instruction	Hours
Institutional In-Service Day A - CTM: Community Treatment Model	8
Institutional In-Service Day B - Safety and Security, Wellness	8
Institutional In-Service Day C - Central Office, PREA, SIB Prevention, Safety Program	8
Institutional In-Service Day D* - Gangs, Regulatory Required Topics, Safety & Security, and Personal Defense	8

Institutional In-Service: Non-Security Employees

Day A, Day B, and Day D* are optional. Day C is required.

Classroom Instruction	Hours
Institutional In-Service Day A - CTM: Community Treatment Model	8
Institutional In-Service Day B - Safety and Security, Wellness	8
Institutional In-Service Day C - Central Office, PREA, SIB Prevention, Safety Program	8
Institutional In-Service Day D* - Gangs, Regulatory Required Topics, Safety & Security, and Personal Defense	8
Online Modules	Est. Hours
DJJ - Recognizing and Reporting Child Abuse Neglect for Mandatory Reporters	1
DJJ - Appropriate Professional Relationships and Interactions Among Staff & Residents	1
DJJ – Resident Rights and Prohibited Actions	1

Community Programs Training

The Community Programs Training Team believes that quality training programs are both rich and structured. The richness is designed to stimulate engagement and foster learning by providing deep, meaningful learning experiences that allow participants to engage with the material in a variety of different ways. The structure ensures that all instructors are well organized and make use of data and assessments to ensure participants meet or exceed objectives.

The Community Programs Training Team trains employees throughout the Commonwealth and at the Training Academy. The primary audience includes Intake employees, Probation and Parole Officers and Residential Case Managers.

Basic Skills for Caseworkers

This four-week course takes place over a ten-week period and includes on-the-job training between each course week. The curriculum is designed for new court service unit caseworkers (intake, probation, and parole) and residential case managers. There is a mandatory foundational week and a week for training on each casework function, including Intake, Probation, Parole and Residential Case Management. All newly hired caseworkers must complete all four modules.

Each course includes essential concepts, knowledge, and skills directly related to new court service unit employees and residential case managers. The curriculum consists of coursework and hands-on demonstrations that covers training topics including Trauma, Adolescent Development, Cognitive Behavioral Interventions, Risk-Need-Responsivity, Effective Communication, Roles and Authorities, Diversion, Report Writing, Commitment Packets, Safety and Security. **Laptops are required for training.**

A Juvenile Justice Professional Checklist and Manual is required as a prerequisite to the course. Other prerequisites include coursework and an OJT performance checklist verified by your supervisor. You must submit all prerequisites to the Community Programs Training Team prior to attendance in Basic Skills or the role-specific course week. To obtain these documents or if you have questions, email community.training@djj.virginia.gov.

2020 Session Dates

Session 1			
Date	Module	Times	Location
1/27 – 1/31	Foundational Week	8:00 am – 5:00 pm	Training Academy at VPSTC
2/10 – 2/13	Intake	8:00 am – 5:00 pm	Training Academy at VPSTC
3/2 – 3/5	Probation	8:00 am – 5:00 pm	Training Academy at VPSTC
3/23 – 3/26	Parole & Residential	8:00 am – 5:00 pm	Training Academy at VPSTC
Session 2			
4/20 – 4/24	Foundational Week	8:00 am – 5:00 pm	Training Academy at VPSTC
5/11 – 5/14	Intake	8:00 am – 5:00 pm	Training Academy at VPSTC
6/1 – 6/4	Probation	8:00 am – 5:00 pm	Training Academy at VPSTC
6/15 – 6/18	Parole & Residential	8:00 am – 5:00 pm	Training Academy at VPSTC
Session 3			
6/22– 6/26	Foundational Week	8:00 am – 5:00 pm	Training Academy at VPSTC
7/13 – 7/16	Intake	8:00 am – 5:00 pm	Training Academy at VPSTC
8/3 – 8/6	Probation	8:00 am – 5:00 pm	Training Academy at VPSTC
8/24 – 8/27	Parole & Residential	8:00 am – 5:00 pm	Training Academy at VPSTC
Session 4			
9/14 – 9/18	Foundational Week	8:00 am – 5:00 pm	Training Academy at VPSTC
10/5 – 10/8	Intake	8:00 am – 5:00 pm	Training Academy at VPSTC
10/26 – 10/29	Probation	8:00 am – 5:00 pm	Training Academy at VPSTC
11/16 – 11/19	Parole & Residential	8:00 am – 5:00 pm	Training Academy at VPSTC

Basic Skills for Caseworkers: Foundational Week Curriculum

This 40-hour course is designed for all new court service unit and residential case managers. Foundational Week is a prerequisite for all other modules of the Basic Skills for Caseworkers Curriculum. The material covered introduces case managers to topics associated with staff development, evidence-based programming, and staff safety. **All participants are required to bring their laptops.** At the conclusion of the training, all participants are given a written assessment and the results are forwarded to the participant's immediate supervisor.

Prerequisite:

Phase 1 - Pre-Requisite Checklist (PRC) see the Juvenile Justice Professional Manual.

Basic Skills for Caseworkers: Foundational Week	Hours
Basic Skills for Caseworkers Foundational Week Day A Professionalism, Civil Liability, Courtroom Etiquette, and Community Based Resources	8
Basic Skills for Caseworkers Foundational Week Day B Diversity Awareness, Adolescent Development and Trauma	8
Basic Skills for Caseworkers Foundational Week Day C Motivational Interviewing and Standard Disposition Matrix (SDM)	8
Basic Skills for Caseworkers Foundational Week Day D Gangs and Safety & Security	8
Basic Skills for Caseworkers Foundational Week Day E JCC Tour and Course Assessment	8

Basic Skills for Caseworkers: Intake Module

This 32-hour course is designed for all new staff performing intake duties. The Intake Module will provide an overview of the intake process and lay the groundwork for new intake officers as they embark on their role as the "Gatekeeper" into the juvenile justice system. **All participants are required to bring their laptops.** At the conclusion of the training, all participants are given a written assessment and the results are forwarded to the participant's immediate supervisor.

Prerequisite:

Basic Skills for Caseworkers Foundational Week

Phase 2 – Intake Module Performance Checklist (PC) see the Juvenile Justice Professional Manual.

Basic Skills for Caseworkers: Intake Module	Hours
Basic Skills for Caseworkers Intake Module Day A Perceptions, Roles & Responsibilities, Intake Process, Jurisdiction, Venue, and Domestic Intake	8
Basic Skills for Caseworkers Intake Module Day B Protective Orders, Criminal Law & Procedure, Probable Cause, Elements of a Crime and Criminal Intake, Procedures for Detaining a Youth, Scoring DAI Skills	8
Basic Skills for Caseworkers Intake Module Day C Decision Making by Intake Officers, Diversion, Procedures for Detaining a Youth, After Hours Intake, Certification Review, Criminal Intake Competencies	8
Basic Skills for Caseworkers Intake Module Day D Practicals, Course Review, Course Assessment	8

Basic Skills for Caseworkers: Probation Module

This 32-hour course is designed for all new staff performing probation duties. The Probation Module will provide an overview of community-based supervision and lay groundwork for the probation officer as he/she embarks on their role as an "Agent of Change" in the juvenile justice profession. **All participants are required to bring their laptops.** At the conclusion of the training, all participants will be given a written assessment and the results will be forwarded to the participant's immediate supervisor.

Prerequisite:

Basic Skills for Caseworkers Foundational Week

Phase 2-Probation Module Performance Checklist

Probation Module	Hours
Basic Skills for Caseworkers Probation Module Day A Probation Officer Roles & Responsibilities, Probation Supervision, Violation of Probation, ICJ and Intrastate Transfer of Supervision	8
Basic Skills for Caseworkers Probation Module Day B Collaborative Case Work I	8
Basic Skills for Caseworkers Probation Module Day C Collaborative Case Work I	8
Basic Skills for Caseworkers Probation Module Day D Social History, Report Writing, Release from Probation & Commitment, Course Assessment	8

Basic Skills for Caseworkers: Parole and Residential Module

This 32 hour course is designed for all new staff performing parole and residential case management duties. The Parole and Residential Module introduces a shared understanding of the components of the reentry process. Participants are challenged to think about reentry in a concrete way that aligns with a practical learning module: Participants will take part in a concrete experience, reflect on that experience, and then apply what they learned within their job duties. **All participants are required to bring their laptops.**

Prerequisite:

Basic Skills for Caseworkers Foundational Week

Phase 2 – Parole and Residential Module Performance Checklist

Basic Skills for Caseworkers: Parole and Residential Module	Hours
Basic Skills for Caseworkers Parole and Residential Module Day A Roles and Responsibilities of a Parole Officer and Residential Case Manager, Commitment Phase Intake & Orientation Phase, Direct Care Treatment Services	8
Basic Skills for Caseworkers Parole and Residential Module Day B Assessment/Planning Phase, Assessment Driven Case Planning	8
Basic Skills for Caseworkers Parole and Residential Module Day C Residential Intervention Phase, Case Management Reports, Risk-Need-Responsivity	8
Basic Skills for Caseworkers Parole and Residential Module Day D Risk-Need-Responsivity, Independent Practice Feedback, Course Assessment	8

Organizational Development Training

The Organizational Development Training team prepares employees to operate in a rapidly changing workplace. The Organizational Development team provides the necessary skills every employee needs for success in the workplace by providing HR supervisory training and developing employees' leadership skills, teamwork, conflict resolution methods and technology skills.

Leadership

Our leadership curricula is designed for employees who are currently serving in leadership roles as well as employees new to the supervisor role or those who aspire to move into a supervisory role. Participants will learn how to manage day-to-day operations as well as other advanced leadership topics.

2020 Session Dates		
Emerging Leadership		
Date	Times	Location
3/3 – 3/5	8:00 am – 5:00 pm	Training Academy at VPSTC
6/23 – 6/25	8:00 am – 5:00 pm	Training Academy at VPSTC
10/20 – 10/22	8:00 am – 5:00 pm	Training Academy at VPSTC
Frontline Leadership		
2/3 - 2/7	8:00 am – 5:00 pm	Training Academy at VPSTC
4/20 – 4/24	8:00 am – 5:00 pm	Training Academy at VPSTC
7/6 – 7/10	8:00 am – 5:00 pm	Training Academy at VPSTC
9/14 – 9/18	8:00 am – 5:00 pm	Training Academy at VPSTC
11/30 – 12/4	8:00 am – 5:00 pm	Training Academy at VPSTC

Emerging Leadership

This leadership series is designed for employees who are currently serving in leadership roles in which they manage day-to-day operations, as well as employees who have completed tier one of DJJ's leadership training.

Emerging Leadership	Hours
Emerging Leadership Day A: Team Excellence Skills for the Emerging Leader Decision-Making: Overcoming Doubts and Dilemmas	8
Emerging Leadership Day B: Speak Like a Leader: Communication Skills for Emerging Leadership Conflict Resolution: Improving Workplace Relationships	8
Emerging Leadership Day C: The Art of Influencing Others through Skillful Collaboration Learning to Manage Others	8

Frontline Leadership

This 36-hour course is specifically designed for supervisors new to DJJ, employees currently serving in a supervisory role, as well as employees who are aspiring to move into a leadership position. Topics will include balancing today's priorities, motivating employees for optimal engagement, coaching for development, and leadership dynamics.

Frontline Leadership	Hours
Frontline Leadership Day A: Team Roles & Responsibilities/DiSC®-covering What Makes You Unique	8
Frontline Leadership Day B: Leadership Dynamics/Civil Liability	8
Frontline Leadership Day C: Coaching for Development: Help Employees Achieve Their Full Potential Today's Leadership Challenge: Adapting to Situations in the Workplace	8
Frontline Leadership Day D: Diversity Awareness: Fostering a Climate of Inclusion, Sensitivity, and Respect in the Workplace/Balancing Today's Priorities: Meeting Deadlines and Expectations	8
Frontline Leadership Day E: Taking Control of Workplace Conflict	4

HR Essentials for Supervisors

This curricula provides new supervisors with the opportunity learn about DJJ policies and procedures, state and federal laws, in addition to perspectives in management areas such as recruitment, performance management, timekeeping and more. Part 1 is the prerequisite to Part 2. Participants must have a minimum of 3-6 months of practical experience before enrolling in Part 2.

H.R. Essentials for Supervisors Part 1		
Date	Time	Location
2/25 – 2/27	8:00 am – 5:00 pm	Training Academy at VPSTC
5/12 – 5/14	8:00 am – 5:00 pm	Training Academy at VPSTC
7/21 – 7/23	8:00 am – 5:00 pm	Training Academy at VPSTC
9/22 – 9/24	8:00 am – 5:00 pm	Training Academy at VPSTC
12/8 – 12/10	8:00 am – 5:00 pm	Training Academy at VPSTC
H.R. Essentials for Supervisors Part 2		
3/31 – 4/1	8:00 am – 5:00 pm	Training Academy at VPSTC
6/9 – 6/10	8:00 am – 5:00 pm	Training Academy at VPSTC
8/18 – 8/19	8:00 am – 5:00 pm	Training Academy at VPSTC
11/3 – 11/4	8:00 am – 5:00 pm	Training Academy at VPSTC

H.R. Essentials for Supervisors Part I

H.R. Essentials for Supervisors Part 1 is designed for new supervisors with foundation skills to support human resources management. The 24 hour program provides new supervisors with the opportunity to sharpen skills and learn the most recent changes in DJJ policies and procedures, state and federal laws, in addition to perspectives in management areas such as recruitment, performance management, timekeeping and more.

H.R. Essentials for Supervisor Part I	Hours
DJJ - H.R. Essentials for Supervisors Part I DAY A: (Introduction, Benefits, Classification & Compensation, Performance Management)	8.0
DJJ - H.R. Essentials for Supervisors Part I DAY B: (EWP and Evaluations, Standards of Conduct, Employment)	8.0
DJJ - H.R. Essentials for Supervisors Part I DAY C: (Workplace Policies and Procedures 1 – Discrimination and Harassment, Supervisory Policies)	8.0

H.R. Essentials for Supervisors Part II

This program contains 16 hours of in class training held over a two day time frame. Participants must enroll for each section/day individually for the time frame they are wishing to attend after enrolling into the program.

H.R. Essentials for Supervisor Part II	Hours
DJJ – HR Essentials For Supervisors Part II Day A: (Recruitment and Selection Part II, Performance Management EWP Performance Evaluation)	8
DJJ – HR Essentials for Supervisors Part II Day B: (Performance Management – Standards of Conduct and Grievance, Workplace Policies/Procedures – Discrimination and Harassment)	8

Technology Training

As a DJJ employee, you have access to a wealth of technology tools and applications. Our technology courses give you the foundation and motivation to start using the applications that relate to your daily work. Most courses are designed to help you get started while others provide advanced methods and techniques. Learn more about the Microsoft Suite or get started with the Google Suite of applications.

To enroll, click the course title and then choose the session you would like to attend in the VLC. Pay attention to locations and start times. Some classes are best experienced using your DJJ-issued laptop and will be noted in the description. If you do not have a DJJ laptop you are still welcome to enroll in the class.

Access Foundations

This six-hour course will help you get started with Microsoft Access. Access is an easy-to-use tool for creating business applications and databases from templates or from scratch. Access can help you create functional applications for the work you perform. This course is appropriate for individuals with no prior Microsoft Access experience. However, users should know the basics of Microsoft Excel and Word before enrolling in this course.

Date	Time	Location
4/15	9:00 am – 4:00 pm	Training Academy at VPSTC
8/13	9:00 am – 4:00 pm	Northern Region

Computer Basics Workshop

This six hour workshop introduces employees to the Windows 10 environment and how to perform essential computer functions such as organizing files and saving files. This workshop will briefly explore Microsoft business applications Word, Excel and PowerPoint. Participants will learn basic internet research techniques. We'll briefly explore the Google Suite and how to incorporate Google tools at work. Exercises focus on the most common skills that every computer user needs for proficiency. This workshop is appropriate for new computer users.

Date	Time	Location
3/10	9:00 am – 4:00 pm	Western Region
4/30	9:00 am – 4:00 pm	Southern Region

Excel Foundations

This six hour course will teach you how to create Microsoft Excel spreadsheets and workbooks. We will explore the Microsoft Excel interface and ribbon. You'll learn how to format cells and data, write formulas and use functions. You'll also learn how to visually represent data by building charts and graphs. This course is appropriate for beginners and inexperienced users.

Date	Time	Location
4/14	9:00 am – 4:00 pm	Training Academy at VPSTC
8/5	9:00 am – 4:00 pm	Southern Region
12/3	9:00 am – 4:00 pm	Western Region

Microsoft Business Applications (Intermediate)

This six-hour course will teach you how to apply Excel and Word functions to your spreadsheets and documents. During the first half of the day, we will explore intermediate Word functions. During the second half of the day, we will learn intermediate Excel functions. We will cover Word topics, such as, headers, footers, styles, and mail merge. Excel topics will include formulas and functions, list functions, and pivot tables. This course is intended for individuals that understand Word and Excel Basics but would like to increase their proficiency within the applications.

Date	Time	Location
3/11	9:00 am – 4:00 pm	Western Region
5/27	9:00 am – 4:00 pm	Northern
8/6	9:00 am – 4:00 pm	Southern Region
12/14	9:00 am – 4:00 pm	Training Academy at VPSTC

Organization and Productivity Tools

This three-hour course will teach you how to organize tasks, meetings, and projects using Microsoft OneNote and/or Google Keep. You will also learn how to organize and plan daily tasks and how to manage your projects. OneNote is a note-taking application that makes it easy to organize your research, data, and meeting notes in one place. Google Keep is a note-taking application that can be used across multiple devices. It is best to experience these applications on your DJJ-issued laptop. **If you have a work laptop, you are encouraged to bring it to the training.** This course is appropriate for regular computer users and those with a basic understanding of Microsoft Word.

Date	Time	Location
3/12	1:00 pm – 4:00 pm	Western Region
8/4	9:00 am – 12:00 pm	Southern Region
8/12	1:00 pm – 4:00 pm	Northern Region
10/15	1:00 pm – 4:00 pm	Central Region
12/15	9:00 am – 12:00 pm	Training Academy at VPSTC

Orientation to G Suite

This three-hour course will introduce the applications available to DJJ employees within the Google Suite. You will explore Docs, Sheets, Slides, Forms, Keep, Calendar, Meet and Drive. You will familiarize yourself with the Google format and how to access the applications. While this course will not provide an in-depth look at the applications, you will learn the strengths of each application and how to incorporate the applications into your work. This course is appropriate for new and experienced users.

Date	Time	Location
3/12	9:00 am – 12:00 pm	Western Region
8/4	1:00 pm – 4:00 pm	Southern Region
8/12	9:00 am – 12:00 pm	Northern Region
10/15	9:00 am – 12:00 pm	Central Region
12/15	1:00 pm – 4:00 pm	Training Academy at VPSTC

PowerPoint Advanced

This three-hour course compliments the PowerPoint Foundations course. You can enroll in PowerPoint Foundations in the morning, and this course in the afternoon. PowerPoint Advanced will give you the tools you need to take your presentations to the next level. You'll learn how to create your own graphic designs within PowerPoint and how to use animations to enhance the visual appeal of your presentations. This course is appropriate for learners that have completed PowerPoint Foundations, or for learners that know the basics of PowerPoint but would like to learn advanced techniques.

Date	Time	Location
4/29	1:00 pm – 4:00 pm	Southern Region
7/17	1:00 pm – 4:00 pm	Training Academy at VPSTC

PowerPoint Beginner

This three-hour course will teach you how to prepare professional business presentations using Microsoft PowerPoint. We will cover PowerPoint's basic tools and briefly explore advanced features. You will learn the basics of PowerPoint by creating your own presentation during class. This course is appropriate for beginners and inexperienced users.

Date	Time	Location
4/29	9:00 am – 12:00 pm	Southern Region
7/17	9:00 am – 12:00 pm	Training Academy at VPSTC

PowerPoint Foundations

This six-hour course will teach you how to prepare professional business presentations using Microsoft PowerPoint. We will cover PowerPoint's basic tools, discuss royalty-free graphics and presentation techniques. You will learn the basics of PowerPoint by creating your own presentation during class. This course is appropriate for beginners and inexperienced users.

Date	Time	Location
4/16	9:00 am – 4:00 pm	Training Academy at VPSTC
5/28	9:00 am – 4:00 pm	Northern Region
12/1	9:00 am – 4:00 pm	Western Region

PowerPoint Master Class

This six-hour course will help you engage your audience through impactful PowerPoint Presentations. You'll learn how to create your own graphic designs within PowerPoint and how to use animations to enhance the visual appeal of your presentations. This course is appropriate for learners that have completed PowerPoint Foundations, PowerPoint Advanced, and/or have worked with PowerPoint previously. Learners should know the basics of PowerPoint and be able to create presentations independently before enrolling for this class.

Date	Time	Location
7/15	9:00 am – 4:00 pm	Training Academy at VPSTC
8/11	9:00 am – 4:00 pm	Northern Region

Publisher Essentials Workshop

Learn the core features and tools in Publisher. During this six hour workshop, you will create your own brochures, newsletters, postcards and certificates. You will work with text, graphics, shapes and backgrounds. Finally, you will learn how to prepare your publications for print or web distribution. This course is appropriate for Publisher beginners, however, learners should understand basic Microsoft Word or Microsoft PowerPoint tools before enrolling for this class.

Date	Time	Location
4/28	9:00 am – 4:00 pm	Southern Region
7/16	9:00 am – 4:00 pm	Training Academy at VPSTC
10/14	9:00 am – 4:00 pm	Central Region
12/2	9:00 am – 4:00 pm	Western Region

Word Foundations

This six-hour course will teach you how to prepare professional business documents using Microsoft Word. We will explore the Microsoft Word ribbon and cover the basic tools for document creation such as adding, editing and deleting text. Other features included are: headers and footers, styles, document layout, using the Review Tab and how to print. This course will show you how to incorporate graphics and tables into your documents. This course is appropriate for beginners and inexperienced users.

Date	Time	Location
12/16	9:00 am – 4:00 pm	Training Academy at VPSTC

Open Enrollment Training and On-Demand Training

Do you need a staff retreat? Do you want professional development? Do your technology skills need some updates? The DJJ Training Academy can assist! We provide both open enrollment courses and on-demand training. We offer instructor-led training sessions and online learning opportunities (e-learning and webinars). There is training for everyone including content for CSUs, residential employees, technology training, leadership development, wellness, CPR and everything in between.

Open Enrollment courses are scheduled throughout the Commonwealth to make it easy for you to attend the training you need close to home. If you see a course that doesn't work with your schedule then we can help with that, too! Working with you, we will schedule topic-driven content that will support professional development, enhance leadership skills and promote compliance. On-Demand training is a unique opportunity to provide the training you need where and when you need it.

Email Organizational.Training@djj.virginia.gov to schedule a training session for your employees.

Instructor-Led Courses

Adolescent Development & Trauma

Adolescent Development and Trauma identifies what is normal adolescent behavior, what changes take place as adolescents transition into adulthood, and how trauma can affect them. Staff examine the basics of how the brain matures through early adulthood, how the ACE (Adverse Childhood Experiences) is utilized, and the significance of resilience as a protective factor to traumatic experiences.

Date	Time	Location
3/31	8:00am - 12:00pm	Training Academy at VPSTC
7/21	8:00am - 12:00pm	Training Academy at VPSTC
12/1	8:00am - 12:00pm	Training Academy at VPSTC

Adult CPR and First Aid

Get CPR certified through the American Red Cross – and be prepared to help. Designed, and taught by experts, Red Cross CPR certification courses are OSHA compliant. You can get CPR certified and learn life-saving skills.

Date	Time	Location
4/16	8:00 am - 5:00 pm	Training Academy at VPSTC
5/28	8:00 am - 5:00 pm	Training Academy at VPSTC
7/16	8:00 am - 5:00 pm	Training Academy at VPSTC
10/1	8:00 am - 5:00 pm	Training Academy at VPSTC
12/17	8:00 am - 5:00 pm	Training Academy at VPSTC
Upon Request	8:00 am - 5:00 pm	Western Region
Upon request	8:00 am - 5:00 pm	Eastern Region

Anticipating the Future

When something happens are you more likely to think to yourself, "I never saw that coming" or "I knew something was about to happen?" Do you prefer to do things the way you have been or do you look forward to doing it differently? Using Joel Barker's "Business of Paradigms"™ this class examines how we look at things (i.e. your paradigm - a distinct set of concepts or thought patterns) and how your paradigm can affect what you see or can reasonably anticipate. Whether you are confronted with changes at work or changes in your personal life, this class will provide you with strategies to: anticipate the future, recognize the need for change, challenge 'norms,' initiate changes before the change is thrust upon you, accept change, and overcome resistance to change, in order for you to proactively move forward. As an added benefit, these strategies could be used to help your clients/residents to recognize the need for change and move forward.

Date	Time	Location
6/9	9:00 am - 12:00 pm	Training Academy at VPSTC
9/11	9:00 am - 12:00 pm	Training Academy at VPSTC
12/11	9:00 am - 12:00 pm	Training Academy at VPSTC

Behavior Profiles and Communication Skills

Would you like to increase your compatibility with others? This course is designed to increase your understanding of, and adjusting to, the differences in people based on observations of their behavior. You will participate in a self-assessment to help determine your own interpersonal style and learn how to identify the preferred style of others. Using this behavior profile model and incorporating fundamentals of verbal and written communication, you will develop skills to improve your interactions and increase the effectiveness of your communication with others.

Date	Time	Location
5/14	9:00 am - 4:00 pm	Training Academy at VPSTC
8/13	9:00 am - 4:00 pm	Training Academy at VPSTC
10/20	9:00 am - 4:00 pm	Training Academy at VPSTC

Be Sensitive to Conflict and Transform your Organization

This 8-hour course will introduce the DJJ leader to the concepts and principles of Conflict Sensitivity and Conflict Transformation. Participants will learn the importance of understanding intergroup tensions and the divisive issues that create a potential for conflict, and the ability to use a "conflict lens" approach that is integrated within the strategic, organizational, operational, and personal levels in regard to Conflict Sensitivity. The course will introduce leaders to the concept, process-structures, and framework of Conflict Transformation. Conflict Transformation is a long-term systemic approach to implementing change processes that serve as the component & foundation of how conflict can move from being destructive toward being constructive. Conflict Transformation builds upon and extends past the principles of Conflict Management and Conflict Resolution. **This course is designed for employees who serve in supervisory, leadership, or management positions.**

Prerequisite: Conflicted About Conflict course

Date	Time	Location
Check back in Spring 2020 for dates and locations		

Case Management in a Residential Setting

This 4-hour course will explore case management within the JCC. This course will explain the many aspects of residential case management such as key players, their roles, and the expectations of case managers. The course will explore the role case managers play in the intake, supervision, and release of residents within the JCC. Assessments such as the Youth Assessment and Screening Instrument (YASI), Custody Level Reclassifications, Adverse Childhood Experiences (ACE), and others will be discussed during this course, providing basic knowledge and skills on the completion and interpretation of these assessments. This course will prepare and equip case managers with the skills necessary to conduct their job duties.

Date	Time	Location
6/29	8:00 am - 12:00 pm	Training Academy at VPSTC
10/13	8:00 am - 12:00 pm	Training Academy at VPSTC

Change Management – Is it me...or did the Organization Change?

This 8-hour course will introduce employees to the concepts and principles of Change Management. Participants will learn the fundamental concepts of Change Management, various strategies and approaches that can be implemented, and competencies and skills effective for managing change. Participants will learn how changes within an organization not only impact the operation, but also employees. Participants will learn strategies and intervention tools that can be utilized to manage change more proactively and inclusively at all levels of the organization. Participants will also learn how to identify change fatigue and integrate initiatives that guide employees through the process on a personal and professional level.

Date	Time	Location
Check back in Spring 2020 for dates and locations		

Collaborative Casework I (YASI I)

This two day training course is Part 1 in a series of trainings on the Youth Assessment and screening Instrument (YASI) and companion model of practice. The training is open to selected Intake, Probation and Parole Officers, CSU Supervisors and designated JCC Treatment Personnel and BSU staff. Part 1 of the training focuses on conducting YASI interviews and accurately scoring the risk assessment instrument.

Date	Time	Location
2/18 - 02/19	8:30 am - 5:00pm	Central Region
2/20 - 02/21	8:30 am - 5:00pm	Eastern Region

Collaborative Casework II (YASI II)

This two day training course is Part 2 in a series of trainings on the Youth Assessment and screening Instrument (YASI) and companion model of practice. The training is open to selected Intake, Probation and Parole Officers, CSU Supervisors and designated JCC Treatment Personnel and BSU staff. Part 2 of the training focuses on using YASI results to develop effective assessment-driven case plans.

Date	Time	Location
4/06 - 4/07	8:30 am - 5:00pm	Western Region
4/08 - 4/09	8:30 am - 5:00pm	Central Region
4/21 - 4/22	8:30 am - 5:00pm	Central Region
4/23 - 4/24	8:30 am - 5:00pm	Eastern Region

Communicating with Influence: Communication Skills for Managers and Supervisors

While a hands-on approach, bullying or coercion, or a lone-wolf attitude may work in the short term, leaders who rely on those tactics to manage their teams eventually find themselves drowning in dysfunction. This program focuses on fundamental leadership skills and how managers can enhance their communication and influencing skills to lead their teams effectively. Course topics include the value of influence, the importance of goals, activities in which influential leaders engage, and how and where leaders find opportunities to influence others. The workshop also looks at adapting communication styles, generating buy-in, and presenting with confidence and credibility in both formal and informal forums.

Date	Time	Location
3/11	8:00am - 12:00pm	Training Academy at VPSTC

Conflicted about Conflict?

This 8-hour course will introduce employees to the concepts of Conflict Management and Conflict Resolution. This training workshop will identify the various types of conflict within an organization, conflict triggers, the impact of conflict on organizational culture, the conflict process, and outcomes of conflict. Participants will learn innovative conflict resolution techniques and strategies that employees, team leaders, and managers can effectively utilize to leverage the positive benefits of conflict. Collaborative practical exercises will focus on the learner developing and demonstrating core competencies and skills learned in the course that can be easily applied and integrated within their work environment.

Prerequisite: To Trust or Not to Trust...It Isn't a Question

Date	Time	Location
Check back in Spring 2020 for dates and locations		

Core Correctional Practices (CCP)

This training is relevant to direct care, security staff, and treatment staff.

This 16 hour course instructs participants on the core skills needed to support cognitive behavioral programming. Specific topics to be discussed include: the principles of effective intervention, core correctional practices (relationships skills, effective use of reinforcement, effective use of disapproval, effective use of authority, prosocial modeling, cognitive restructuring, social skills training and problem solving skills), principles of effective behavior management system, and implementation of CCP.

Date	Time	Location
10/21 - 10/22	8:00am - 5:00pm	Training Academy at VPSTC

Difficult Conversations:

"I have something I want to say... but I don't know how to say it."

Some people need to have a difficult conversation with a subordinate, supervisor or peer, but instead, they avoid the conversation all together. This 4-hour class will introduce participants to the three types of conversations as they relate to difficult conversations. It will also explore four techniques and various strategies to use for a successful conversation.

Date	Time	Location
Check back in Spring 2020 for dates and locations		

Diversion

This 4- hour course is intended for reviewing the importance of the diversion process as it relates to the criminal aspect of the intake process. Participants will define diversion, understand timeline associated with diversion for both criminal and truancy cases, identify the contraindications to diversion, identify eligibility criteria for diversions, identify communication needed with the complainant, parent and youth, understand the language needed for a diversion in the intake report and understand the purpose and function of the new diversion forms. In addition, participants will demonstrate competency in the development of the intake narrative and the diversion case plan by submitting a competency on these specific areas.

Date	Time	Location
7/23	1:00pm-5:00pm	Training Academy at VPSTC
12/03	1:00pm-5:00pm	Training Academy at VPSTC

Effective Practices in Community Supervision (EPICS)

This 3-day course teaches caseworkers how to apply the principles of effective intervention (and core correctional practices specifically, including relationship skills) to community supervision practices. The EPICS model is designed to use a combination of monitoring, referrals, and face-to-face interactions, to provide the clients with a sufficient “dosage” of treatment interventions, and make the best possible use of time to develop a collaborative working relationship. The EPICS model helps translate the risk, needs, and responsivity principles (R-N-R Model) into practice. Caseworkers are taught to increase dosage to higher risk offenders, stay focused on criminogenic needs, especially the thought-behavior link, and to use a social learning, cognitive behavioral approach to their interactions. The EPICS model is not intended to replace other programming and services, but rather is an attempt to more fully utilize caseworkers as agents of change. The 3-day training is followed by 6-months of back-end coaching.

Date	Time	Location
8/11-08/13	8:30am - 5:00pm	TBD

Emotional Intelligence: Do you have what it takes?

This 4-hour class will introduce participants to the concepts of Emotional Intelligence by providing an overview of Self-Awareness, Self-Management, Social Awareness, and Relationship Management, and how lacking these four skills, can affect your emotional intelligence. Participants will learn the various strategies for each of these skills to help them grow or improve in their emotional intelligence.

Date	Time	Location
Check back in Spring 2020 for dates and locations		

Employee Engagement

There are many tools and assessments to determine KSAs, evaluate Tasks and Processes, identify Tools and Resources, but how do you determine Motivation and Desire? This class will explore how to recognize and gauge your engagement level and the engagement level of your co-workers and employees. Utilizing a behavioral approach of observable actions and responses and a hierarchy to help you determine the Employee Engagement Level, we will discuss strategies for working with individuals at each level, identify obstacles that keep you/them from advancing to the next level of engagement, and techniques to overcome those obstacles, on your way to a healthy and engaged workforce.

Date	Time	Location
9/24	9:00 am - 4:00 pm	Training Academy at VPSTC
11/5	9:00 am - 4:00 pm	Training Academy at VPSTC

Group Facilitation Within the Residential Setting

Recommended for all unit staff (BSU, Resident Specialists, Community Coordinators, Counselors), this 4-hour course will explore group facilitation within individual housing units at the JCC. Attendees will learn about the necessary tools for facilitating resident and community groups in accordance with the Community Treatment Model. This course will define and explain all groups and meetings that take place within the Community, including but not limited to Mutual Help Groups, Circle Ups, and Town Hall Meetings. This course will also explore the needs of a facilitator, the dynamics of the group that is being facilitated, and ways to confront the challenges of group facilitation.

Date	Time	Location
6/29	1:00 pm - 5:00 pm	Training Academy at VPSTC
10/13	1:00 pm - 5:00 pm	Training Academy at VPSTC

Handle With Care Instructor Recertification

This class is for currently certified instructors ONLY. This 16-hour class is to maintain certification as a Handle With Care - Behavior Management System® instructor in Virginia. This class is for currently certified instructors to maintain certification through 5/31/2021. The class includes delivery of the verbal intervention modules, performing the physical skills, and leading the physical skills.

Date	Time	Location
3/10 - 3/11	8:00 am - 5:00 pm	Training Academy at VPSTC
3/24 - 3/25	8:00 am - 5:00 pm	Training Academy at VPSTC
3/31 - 4/01	8:00 am - 5:00 pm	Training Academy at VPSTC
4/14 - 4/15	8:00 am - 5:00 pm	Training Academy at VPSTC
4/15 - 4/16	8:00 am - 5:00 pm	Northern Region

Handle With Care New Instructor Certification

This class has a restricted enrollment through application submitted by the facility administration ONLY. This 32-hour class is to obtain initial certification as an instructor in the Department's approved Handle With Care – Behavior Management System®. Class size is limited to 24 for all statewide requests and will be approved on an "as needed" basis, based on number of staff and number of instructors per facility. Candidates must have been a HWC end-user for at least 2 years in order to be considered for attending the instructor class.

Date	Time	Location
4/28 - 5/01	8:00 am - 5:00 pm	Training Academy at VPSTC

Handling Demanding and Difficult Customers

Serving happy customers is enjoyable for those in a service role. However, helping those who are "not so happy" can be stressful, demotivating, and costly to an organization if staff have not received the right training. This course will teach staff to how to handle demanding customers and difficult situations. This dynamic program teaches participants how to build rapport, listen to customers, choose words that say "professional, polished, and in control," de-escalate tense conversations, and manage daily stress.

Date	Time	Location
8/25	8:00 am - 12:00 pm	Training Academy at VPSTC

How to Deliver Exceptional Service to Today's Busy Customer

What is good customer service? How can it go from good to great? What are the pitfalls that many people experience when trying to deliver customer service? Does attitude count? What is the best way to handle difficult customers? What techniques can be used to reduce customer- service stress? Find out the answers to these questions and other important customer-service questions during this information-packed training session. Participants will learn what exceptional service is, how to project a customer-friendly image, how to handle demanding customers, and more.

Date	Time	Location
2/19	8:00 am - 12:00 pm	Training Academy at VPSTC

Intake Regional Module

This 32-hour region-based course is designed for veteran DJJ staff performing intake duties and will provide an overview of the intake process. Participants will explore the role intake officers play within our agency. Topics covered include responsibilities and authority of an Intake Officer, introduction to diversion, domestic and delinquent intakes, policy and procedures, elements of a crime and probable cause, the DAI, and after hours intake. Participants will be provided opportunities to practice entering intakes into the BADGE Training Module. In addition, participants will be required to enter and complete practicals to demonstrate competency in the following intake processes: domestic intake, criminal intake, the intake narrative, DAI, protective orders, diversion plan, and narrative. **All Participants are required to bring their laptops.**

This course is intended for:

- Seasoned staff who recently had a role transition into intake and may have to perform intake duties outside of their normal CSU role.
- CSU staff who currently do not work in the role of an intake officer but whose supervisor or director finds it would be beneficial to the unit if they had a basic knowledge of the intake process.
- CSU staff who were recent hires as an intake officer and could benefit from a refresher of the intake process.
- Supervisors who supervise intake and need more knowledge of the intake process to function better in their role as a supervisor.

**A pre-assessment and post-assessment is administered to each participant to measure the overall progress of specific competencies.*

Date	Time	Location
2/24 - 2/27	8:00am - 5:00pm	Northern Region (TBD)
7/27 - 7/30	8:00am - 5:00pm	Eastern Region (TBD)

Outstanding Telephone Courtesy and Customer Service

If your organization's telephone presence is less than top notch, people will likely judge your employees as rude, uncaring, unprofessional, and uninterested in their business. Do the people who answer your phone appear empathetic? Friendly? In control? Do they listen well? Do they understand what makes the person on the other end of the telephone tick? During this 4-hour program participants will learn the basics of customer service and how to project a polished phone image. They will demonstrate proper telephone skills through practice activities and leave with the tools needed to present an image that reflects confidence, credibility, and capability.

Date	Time	Location
10/07	8:00am - 12:00pm	Training Academy at VPSTC

Parole & Residential Regional Training

This 24-hour course is designed for veteran DJJ staff performing parole and residential case management duties. This course will support a shared understanding of the components of the reentry process. Participants are challenged to think about reentry in a more concrete way that is congruent with a practical learning model which states that when participants have a concrete experience, they reflect on that experience, abstract from it, and then act on their learning. **All Participants are required to bring their laptops.**

This course is intended for:

- Seasoned staff who recently had a transition into parole and residential case management staff positions and may have to perform duties outside of their normal CSU role.
- CSU staff who currently do not work in the role of a parole or residential case manager but whose supervisor or director finds it would be beneficial to the unit if they had a basic knowledge of the reentry process.
- CSU staff who were recent hires as a parole or residential case management officer and could benefit from a refresher of the reentry process.
- Supervisors who supervise parole and residential case management staff and need more knowledge of the reentry process to function better in their role as a supervisor.

**A pre-assessment and post-assessment is administered to each participant to measure the overall progress of specific competencies.*

Date	Time	Location
5/19 - 5/21	8:30am - 5:00pm	Eastern Region
12/8 - 12/10	8:30am - 5:00pm	Northern Region

Positive Youth Development (PYD)

Participants will develop a basic understanding of Positive Youth Development principles with an overview of the critical importance of Positive Youth Development (PYD) in today's work with juvenile justice youth. This 4-hour course emphasizes an understanding of how to integrate PYD concepts into daily practice. This course helps to shift negative perceptions by encouraging participants to see youth as assets and to believe in young people's potential. PYD framework focuses on youth's protective factors and strengths, not just risk factors, and leads the way for our community partners to do the same through cross-systems collaboration.

Date	Time	Location
3/31	1:00pm - 5:00pm	Training Academy at VPSTC
7/21	1:00pm - 5:00pm	Training Academy at VPSTC
12/1	1:00pm - 5:00pm	Training Academy at VPSTC

Probable Cause - Elements of Crime - Criminal Intake

This 4-hour course reviews the importance of probable cause and elements of a crime as it relates to the intake process. Participants will define probable cause and its importance, and define elements of a crime. Participants will explore what happens if probable cause is not established, and demonstrate competency of the language in the case narrative that is needed for DJJ's data system, known as BADGE. Participants will determine the elements of the most common criminal intake complaints within the Virginia DJJ.

Date	Time	Location
7/23	8:00am - 12:00pm	Training Academy at VPSTC
12/3	8:00am - 12:00pm	Training Academy at VPSTC

Probation Regional Module

This 32-hour course is designed for veteran DJJ staff performing probation duties. The Probation Module will provide an overview of community-based supervision and lay the groundwork for the probation officer as he/she embarks on their role as an "Agent of Change" in the juvenile justice profession. **All participants are required to bring their laptops.**

This course is intended for:

- Seasoned staff who recently had a role transition into positions as Probation Officers and may have to perform duties outside of their normal CSU role.
- CSU staff who currently do not work in the role of a Probation Officer but whose supervisor or director finds it would be beneficial to the unit if they had a basic knowledge of the probation process.
- CSU staff who were recent hires as Probation Officers and could benefit from a refresher of the probation process.
- Supervisors who supervise Probation Officers and need more knowledge of the probation process to function better in their role as a supervisor.

**A pre-assessment and post-assessment is administered to each participant to measure the overall progress of specific competencies.*

Date	Time	Location
9/21 – 9/24	8:30am - 5:00pm	Eastern Region (TBD)
Check back Spring 2020 for more dates		

Professionalism

In this 4-hour class, participants will examine the characteristics and attributes of professionalism through lecture and classroom activities. Participants will review the DJJ Staff Code of Conduct and identify effective time management skills through activities that support learning techniques to prioritize tasks and meet deadlines effectively.

Date	Time	Location
4/02	8:00am – 12:00pm	Training Academy at VPSTC
7/20	8:00am – 12:00pm	Training Academy at VPSTC
12/3	8:00am – 12:00pm	Training Academy at VPSTC

Recruitment and Selection

This four-hour course is intended for new supervisors and hiring managers involved in the selection process, and is designed to ensure that the Department of Juvenile Justice uses a hiring process that is consistent, fair, equitable, and in compliance with state, Federal, and local policies, procedures, and legal mandates. The course will provide practical guidance on adherence to employment laws and help the participant gain an understanding of state initiatives including Think 50!, Employment Equity, and Veteran's recruitment. The session will provide a very brief overview of the steps of the recruitment process so that the audience can gain an understanding of what occurs behind the scenes. The course will focus on the hiring manager's role in recognizing and avoiding hiring mistakes, as well as planning, preparing, and conducting an effective selection process to ensure that recruitment decisions are made in an objective manner. Participants will gain an understanding of interview bias and how interview bias can affect the hiring process.

Date	Time	Location
2/13	8:00 am - 12:00 pm	Training Academy at VPSTC
4/30	8:00 am - 12:00 pm	Training Academy at VPSTC
8/06	8:00 am - 12:00 pm	Training Academy at VPSTC
10/29	8:00 am - 12:00 pm	Training Academy at VPSTC

Safety and Security

During this course, we will be reviewing reporting instructions for use of force by court services unit staff members. Participants will discuss some of the safety concerns that the unit has and some of the best safety practices that they can use. Review and teach the participants some of the best ways to be safe in the office, in the community, and in their personal lives. Discussions and procedures involving fire drills, phone threats and letters, active shooter, 911 emergency assistance, and procedures for severe weather and tornado warnings.

Date	Time	Location
Please contact community.training@djj.virginia.gov to schedule a session for your location		

Safety and Security Begins at the Front Desk

Are you prepared to identify the warning signs of danger and handle emergency situations right from your desk? If not, this 4-hour course can help! Unexpected events can have devastating effects that threaten the safety, security, and well-being of both the agency and its employees. What should you do if a suspicious package is delivered to your company? What if someone calls in a bomb threat? What if an angry former employee shows up? It's essential that you are able to recognize red-flag situations and handle them with confidence and authority.

Date	Time	Location
03/19	8:00 am - 12:00 pm	Training Academy at VPSTC

Step Up to Supervisor: Making the Transition from Buddy to Boss

Making the transition from individual contributor to supervisor is a shift that can be challenging for most people, especially if they've received little training on how to handle the change and their new responsibilities. This hands-on supervision skills course is designed for people new to the role of supervisor. It is also appropriate for people who have been managing for a while but could benefit from some additional training. During a series of hands-on exercises participants will learn how to communicate expectations, delegate tasks, hold people accountable, and coach for development and performance improvement.

Date	Time	Location
12/16	8:00 am - 12:00 pm	Training Academy at VPSTC

The Adaptive Advantage: Managing Nimble Teams

In response to changes in regulation, technology, economics, environmental factors, social issues, and a host of other concerns, successful organizations are increasingly interested in building adaptable processes and developing people who can quickly shift their focus from one target to another. This workshop is designed for managers who want to learn how to lead better in fluid environments. The program focuses primarily on people skills and basic processes for helping others adapt to a culture of rapid change, flux, and transition.

Date	Time	Location
5/20	8:00 am - 12:00 pm	Training Academy at VPSTC

The Johari Window

The Johari Window is a simple and useful tool for helping individuals become self-aware and recognize the meaning of self-awareness. This 4-hour class will provide personal development by improving communications and interpersonal relationships. The class will focus on group dynamics, team development and relationship building.

Date	Time	Location
Check back in Spring 2020 for dates and locations		

Thinking Before Acting (Critical Thinking and Decision-Making)

With all the advertisements, marketing, social media information, "fake" news, "but wait, there's more" enticements, "act now" incentives, and so on, how can you determine what is necessary and/or valuable, and what isn't? This class will help you develop the skills and attention to detail that is necessary to assess information, in order to determine its significance and value, then use your critical thinking skills to discern what is important, improve your writing or reviewing of documentation, and make better decisions!

Date	Time	Location
5/28	9:00 am - 4:00 pm	Training Academy at VPSTC
7/30	9:00 am - 4:00 pm	Training Academy at VPSTC
10/06	9:00 am - 4:00 pm	Training Academy at VPSTC

To Trust or Not to Trust...It Isn't a Question

This 8-hour course will introduce employees to the concept and principles of vulnerability-based trust, the impact of trust upon an organizational culture, behaviors of relational trust, and the cores of credibility. Participants will learn how skills in the areas of how to develop rapport to build trust, building trust accounts, and how to rebuild and restore trust. Collaborative and interactive team exercises will help participants demonstrate comprehension and ability to apply learned skills within their teams, professional relationships, and in their work environment.

Date	Time	Location
Check back in Spring 2020 for dates and locations		

True Colors

This four hour course will introduce the methodology called "True Colors" created by Don Lowry. True Colors uses color metaphors to explain the four personality temperaments. True colors is a model for understanding yourself and others based on your personality temperament.

Date	Time	Location
3/30	1:00 pm - 5:00 pm	Training Academy at VPSTC
11/05	1:00 pm - 5:00 pm	Training Academy at VPSTC

Wellness 1 - Life Awareness

Participants will gain an understanding of the importance of healthy lifestyle choices. This 8-hour course will help participants recognize the role stress plays in their everyday lives and how to deal with common stressors. Participants will learn ways to prioritize health and fitness within their work and family routine. Participants will learn and practice a 20-minute body-weight workout.

Date	Time	Location
3/09	8:00 am - 5:00 pm	Training Academy at VPSTC
4/13	8:00 am - 5:00 pm	Training Academy at VPSTC

Wellness 2 - What is your resolution?

New year, new you! This 8-hour course will examine why we make New Year's resolutions and set goals. Participants will explore the importance of health and fitness principles as they relate to better health. Throughout the course, we will identify common health and fitness myths along with fitness-industry trends. Participants will learn and practice a 20-minute band and body-weight workout.

Prerequisite: Wellness 1 - Life Awareness

Date	Time	Location
05/18	8:00 am -5:00 pm	Training Academy at VPSTC
06/29	8:00 am -5:00 pm	Training Academy at VPSTC

Wellness 3 - Reboot Your Life

Participating in positive and nurturing activities results in a greater sense of well-being and self-esteem. This 8-hour course is a continuation of Wellness 2 and will help participants understand the value of a lifestyle change for better health. This course will continue to explore how stress and trauma affect an individual's daily routine. The course will explore healthy recreational activities, social interactions, and nutrition at a higher level. Dress is athletic tennis shoes, sweat pants, t-shirt, or sweatshirt. Participants will learn a 20-minute dumbbell and body-weight workout.

Prerequisite: Wellness 2 - What is Your Resolution?

Date	Time	Location
7/06	8:00 am - 5:00 pm	Training Academy at VPSTC
8/10	8:00 am - 5:00 pm	Training Academy at VPSTC

Which way do we go? How to create Direction, Alignment, and Commitment to achieve better results.

This 6-hour course will introduce employees to the principles and framework of generating better results through Direction, Alignment, and Commitment (DAC). Participants in this course will learn how to identify, assess, and examine potential contributing factors that can get leaders and their teams off course, out of alignment, and lower commitment. Participants will learn a three-step process to assess current levels of DAC, look for factors contributing to low levels of DAC, and identify interventions and changes to improve DAC. Collaborative and interactive group exercises will help participants demonstrate comprehension and the ability to apply a systems approach to creating better employee engagement and better results through a DAC framework.

Date	Time	Location
Check back in Spring 2020 for dates and locations		

Working Parents and Juggling Responsibilities

This course is designed for new parents working within the department. This course will provide guidance and tips on balancing being a new parent while working full-time. Coping mechanisms and ways to deal with stress and maintain wellness will also be discussed. This course will highlight resources such as daycare providers, financial assistance, and the services offered by the Employee Assistance Program.

Date	Time	Location
6/30	8:00 am - 12:00 pm	Training Academy at VPSTC
10/14	8:00 am - 12:00 pm	Training Academy at VPSTC

Webinars

As a DJJ employee, you have access to many applications and tools to enhance your work products. These **30 minute webinars** provide a starting point to help you get organized and increase your productivity. Technology Toolkit Webinars will utilize ZOOM Meeting as the webinar platform. Participants must have access to a computer with speakers and a microphone or a phone to dial-in. Specific instructions will be sent via email at least one week before the webinar date. Attendance will be taken based on the individual webinar sign-in information. **Credit will not be given to groups using one sign-in.**

Smart Ways to Get Organized with OneNote

OneNote is a note-taking application that allows you to collect and organize all types of data, including text, graphics, audio and video clips. This webinar will help you get started in OneNote and teach you quick and simple ways to organize your data.

Date	Time
6/30	10:00 am - 10:30 am
10/20	10:00 am - 10:30 am

Make Google Forms Work for You

Forms is a versatile Google application that allows you to make more than just surveys. We'll explore Google Forms' many possibilities in this webinar.

Date	Time
3/24	10:00 am - 10:30 am
7/14	10:00 am - 10:30 am
11/10	10:00 am - 10:30 am

Copyright and Fair Use - How to stay out of trouble

Copyright and fair use comes with lots of complex laws and rules. We'll talk about a few copyright myths and then give you tips to avoid being on the wrong side of copyright.

Date	Time
4/07	10:00 am -10:30 am
7/28	10:00 am -10:30 am
9/08	10:00 am -10:30 am

15 Google Calendar Features that'll Make You More Productive

Google Calendar has many features that can make your work life easier and more organized. We'll explore 15 tips, tricks and features available in Google Calendar.

Date	Time
4/21	10:00 am - 10:30 am
12/15	10:00 am - 10:30 am

Keeping Track with Google Keep

Google Keep is a simple to use note-taking application. Learn how to add text, make lists and save audio and video files. Its simple interface makes it a fast way to take notes.

Date	Time
5/19	10:00 am - 10:30 am
8/25	10:00 am - 10:30 am

Get Started with the Google Suite - Docs, Sheets, Slides

Explore three of the most common Google applications. Use these apps to create documents, spreadsheets, and presentations.

Date	Time
5/26	10:00 am - 10:30 am
9/22	10:00 am - 10:30 am

Google Meet - Virtually, the Best Way to Meet!

Google Meet makes video conferencing quick and easy to set-up. Learn how Meet smoothly integrates with Gmail and Calendar to make scheduling and invites simple to ensure your virtual meeting happens without any issues.

Date	Time
6/09	10:00 am - 10:30 am
10/06	10:00 am - 10:30 am

Online Learning

DJJ employees have access to many e-courses through the VLC. E-courses range in topics and include training on DJJ policies and procedures and state mandated training courses, as well as other topics. The courses listed below are accessed through the VLC and may be taken at any time. Your transcript will be updated through the VLC upon completion.

You may click the title of the training to go to the course in the VLC. You will be prompted to log in.

Appropriate Professional Relationships and Interactions Among Staff & Residents

This course meets the regulatory requirements for initial and annual retraining compliance requirements.

CSA031-CSA Basics for CPMT Members: The Big Picture

This course is the first in a series for CPMT members and provides a broad overview of the Children's Services Act (CSA).

CSA032-CPMT and FAPT Roles and Responsibilities

This course provides a detailed overview of the roles and responsibilities of the CPMT and the FAPT in the Children's Services Act (CSA).

CSA033-CSA Funding and Eligibility for CPMT Members

This course describes the funding mechanisms and eligibility categories under the Children's Services Act (CSA).

CSA034-Can CSA Pay for CPMT Members

This course covers the "rules" about whether a service can be funded through the Children's Services Act (CSA).

DJJ - Civility in the Workplace - 2020

Coming 2020

DJJ - Civility in the Workplace for Managers and Supervisors - 2020

Coming 2020

DJJ Cyber Security Training

This curriculum must be completed in its entirety to comply with VITA and DJJ Technology requirements.

DJJ - PREA (Prison Rape Elimination Act) Training - 2020

Coming February 2020

DJJ - Fleet Training - 2020

As a DJJ employee, you may be required to travel or use a vehicle to fulfill job duties. This course will provide the information you need to use available vehicles. You'll learn about types of available vehicles, completing mileage reports, submitting fuel receipts and using the Voyager card. You'll also learn about handling maintenance and repairs as well as safety and travel guidelines. This training will take approximately one hour to complete. You will be required to pass a quiz at the end of the course to receive credit for completing the course in the Virginia Learning Center. You must pass with 100% to earn credit. This e-course is best viewed with the Google Chrome browser.

EDR - Enhancing Management's Response to Employee Grievances

Participants will develop and hone skills in conducting the grievance procedure's fact-finding meeting; gathering and analyzing relevant information; noting underlying patterns; and making decisions based on best practices and the legitimate business interests of the agency. Intended audience: managers and human resource staff. Basic familiarity with the mechanics of the current grievance procedure is required.

EDR - Essential Topics in Employee Discipline and the Grievance Procedure

This course incorporates subjects relating to disciplinary action and the grievance procedure into a workshop intended for managers and supervisors. Participants will learn about the elements of pre-disciplinary investigations and due process, identifying the appropriate level of discipline, and the importance of applying the Standards of Conduct consistently. Participants will also discuss and develop essential skills for effectively responding to employee grievances. This course provides credit toward MVP. As basic familiarity with the mechanics of the current grievance procedure is required, participants must complete EDR's online Understanding and Using the Grievance Procedure training in the Knowledge Center to register for this course. Who should attend: managers, supervisors, and human resource staff.

EDR - VADRA Dispute Resolution Coordinator Training

This training will familiarize agency dispute resolution coordinators with their roles and responsibilities in designing and implementing ADR programs within their agencies.

EDR - Workplace Dispute Resolution Services Overview

This program provides an overview of the workplace dispute resolution tools provided by the Office of Employment Dispute Resolution (EDR). Section 2.2-1202.1 (B) of the Code of Virginia requires agencies in the Executive Branch to promote the services of EDR. This program is meant to help agencies familiarize employees with EDR and its services.

MVP HR Policy & Law – Alcohol and Other Drugs

This course covers the policy & law as it relates to alcohol and drug violations in the workplace. This module will help you recognize policy violations; identify supervisor's and employee's responsibilities; determine appropriate action to take; and name available resources for help.

MVP HR Policy & Law – Civility in the Workplace

This course covers civility in the workplace, and presents fundamental information about the DHRM Policy 2.35.

MVP Conflict Management Skills

This course covers three modules, each focusing on different aspects of conflict management. Module I – Conflict Management Concepts, Model II Conflict Management Process, Module III Conflict Management Application.

MVP HR Policy & Law – Employee Selection Procedures

This course consists of three modules:

- **Module 1 – Before the Interview**

Have you ever hired the wrong person, or had to work with someone who just wasn't right for the job? This module looks at what needs to happen before the interview begins and will help the participant determine the importance of making a good hiring selection; identify the stages of the recruitment & selection process; prepare for conducting interviews, choose good interview questions; and select an appropriate panel to conduct the interviews.

- **Module 2 – During the Interview**

This module look at what needs to happen during the interview and will help the participant identify aspects of good listening skills; prepare an appropriate interview opening that will put the candidate at ease; decide what notes to take during the interview/ and list aspects to consider when completing an interview summary.

- **Module 3 – After the Interview**

This module looks at what needs to happen after the interview and will help the participant identify 2 documents to use in finalizing your selection; determine an appropriate and acceptable salary; address the 13 pay factors on the Pay Action Worksheet; and submit a complete recruitment package.

It will take approximately 1.5 hours to successfully complete this course/for which 1.5 contact hours will be awarded.

MVP HR Policy & Law – Fair Labor Standards Act

This course covers FLSA Overview, Overtime Compensation Requirements, and FLSA Coverage. You will be able to identify four components of the FLSA; define the manager's role in FLSA; identify what records must be kept on non-exempt employees; recognize resources for FLSA questions; identify penalties for FLSA violations, determine when overtime is paid; apply FLSA requirements to work situations, define the terms exempt & non-exempt; identify 3 exemption tests that are used for state workers; and state the document on which exempt and non-exempt decisions are based.

MVP HR Policy & Law – Fundamentals of EEO Law

This course covers most EEO legislation and other anti-discrimination laws is to provide a level playing field for all employees. It gives everyone equal opportunity based on knowledge, skills, and abilities. The fair and equitable treatment of all employees is a goal that supervisors and managers should strive for, regardless of the legal requirements.

MVP Leadership Styles and Essentials

This course covers three modules that define leadership; state the difference between leadership and management; identifying essential characteristics of effective leaders; explain three components of influencing; describe how to build trust; identify leadership competencies/essentials; identify your strengths and weaknesses in your leadership competencies; determine ways to enhance your competencies.

MVP Valuing Difference

This course covers the importance of respecting, valuing, and managing cultural and generational differences in co-workers in order to accomplish organizational goals. This course will: define diversity; describe the benefits of understanding differences in people from other cultures and generations; identify the four main generations currently in the work place.

Recognizing and Reporting Child Abuse Neglect for Mandatory Reporters

This course meets the regulatory requirements for initial and annual retraining compliance requirements.

Resident Rights and Prohibited Actions

This course meets the regulatory requirements for initial and annual retraining compliance requirements.

Travel Training

This course has been designed to familiarize participants with state and agency policies and procedures in regards to travel planning and reimbursement. Travelers are responsible for knowing and following all state, as well as agency, mandates pertaining to travel. The goal is to ensure that all travelers are reimbursed in accordance with CAPP and agency guidelines as timely as possible. Participants will be required to take and pass a short quiz testing their knowledge of travel training.

VRS-E - Coordinating VRS Benefits - E-learning Catalog

The Coordinating VRS Benefits e-courses are available in the Virginia Learning Center (VLC). Each course provides an in-depth look at the benefits and resources available. Employers may complete all of the e-courses in the series, or choose individual e-courses as needed; however, VRS recommends completing the two foundational courses first: VRS Resources and VRS Membership.

VRS-E - myVRS Navigator Training - Course Catalog

myVRS Navigator e-courses, process guides and job aids, are available in the Virginia Learning Center (VLC). Each e-course provides an overview and demonstrations of how to complete tasks in myVRS Navigator. Process guides and job aids are available for learners who prefer hard copies of resource materials.